



Charles County Department of Emergency Services STANDARD OPERATING PROCEDURES

Section 100 - Management and Administration

Human Resources - 101.00		
S.O.P. # 101.16	Emergency Medical Services Eligibility List Process	PAGE: 1 OF 5
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101.16.01 Purpose

This standard operating procedure is designed to establish policies and procedures for establishing Basic Life Support (BLS) and Advanced Life Support (ALS) eligibility lists for the Department of Emergency Services (DES), Emergency Medical Services (EMS) Division. Because this process is to establish an eligibility list, there might not be any current vacancies within the department. There might not be an approved Requisition for Personnel form in NeoGov or any other paperwork indicating a position will be filled immediately. This process is only to establish an eligibility list from which future vacancies will be filled.

100.16.02 Definitions

1. **Advanced Life Support (ALS):** A set of life-saving protocols and skills that extend BLS efforts. ALS is provided by Paramedics.
2. **Basic Life Support (BLS):** Medical care given to victims of life-threatening illness or injuries until they can receive medical care at a hospital. BLS can be provided by EMTs or Paramedics.
3. **Eligibility List:** A structured list of qualified applicants that is the result of a recruitment process from which future vacancies will be filled. The eligibility list is valid for a period of one (1) year.
4. **Emergency Medical Technician (EMT):** A BLS field provider specially trained and certified to provide basic emergency services to victims of trauma or acute illness before and during transport to a hospital or other healthcare facility.
5. **Internship:** A period of work experience offered for a limited period of time. EMTs and Paramedics serve in an internship under the supervision of the Medical Director when first hired for a minimum of two hundred forty (240) hours.
6. **Paramedic:** An ALS field provider specially trained and certified to provide advanced medical care to victims of trauma or acute illness before and during transport to a hospital or other healthcare facility.
7. **Preference Point:** One (1) point applied to a candidate's final eligibility list score in recognition of his /her experience and / or veteran status. A preference point does not guarantee a candidate a position with Charles County Government; it is simply a point added to the candidate's final score.



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101.16.03 Policy

Many jurisdictions hire candidates from a pre-established eligibility list. Eligibility lists complete multiple steps of the recruitment process in advance, which provides a list of eligible and qualified candidates and shortens the hiring and onboarding process. Formalizing and standardizing the eligibility list process for DES/EMS will set expectations for the Division, and outline responsibilities of the personnel involved in the process.

101.16.04 Procedure

These procedures will outline the steps in the process, from process initiation to offer of employment.

1. **Process Initiation** - Approximately three (3) months before the current eligibility list is due to expire, the DES Program Support Specialist will create the Eligibility List Requisition in NeoGov. The approval path will be internal to DES, HR, Budget and the County Administrator only, since there will not be an open position, and will include: the Chief of EMS, Assistant Chief of EMS; DES Program Support Specialist; Assistant to the Director of ES; Director of ES; County Administrator; and Director of HR.
 - a. Candidates who are on the current eligibility list must re-apply and go through the process again if they have not yet been hired by DES, even though the list is not yet expired. By the time DES completes the eligibility list process, the list will be expired.
 - b. Current part-time employees of the EMS Division must apply for the eligibility list and go through the process if they wish to be considered for full-time employment. If a current part-time employee applies for the eligibility list, but doesn't successfully complete any step in the process, he / she will not continue in the process but will remain a part-time employee.
2. **Advertisement** - Once the Requisition is approved; the DES Program Support Specialist will create the exam plan and the job ad; and post the ad on the County web site as well as other job sites. The ad will include dates for those candidates who are invited to sit for the written exam and the physical agility testing. It will state clearly, and in bold, these are the only testing dates; THERE WILL BE NO MAKE-UP DATES AVAILABLE. If possible, the job ad will also include the date(s) oral interviews will be held. If specific dates for the interviews have not yet been selected, the job ad will note that and indicate the month interviews will be held.
3. **Qualifying Applications:** Within one (1) week of the job ad closing, the DES Program Support Specialist will work with command staff in EMS to qualify all applications based on the qualification matrix. Candidates who do not have a high school diploma or GED will not be considered. Applications will be qualified according to the criteria set forth in the position description for EMT - B or Paramedic. A candidate who is an EMT - B may not apply for the Paramedic/ALS list. If an EMT - B achieves their Paramedic certification during the process or while they are on the Eligibility List, their name will be migrated to the ALS list based upon their final score. Any candidates on the Eligibility List who are working part-time for EMS but have not yet been hired to a full-time position, will place at the top of the new Eligibility List. If there is more than one (1) part-time employee at the top of the Eligibility List, they will rank in order of their final score.



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4. **Written Exam:** After staff screens the applications for eligibility, the DES Program Support Specialist will contact the candidates eligible to sit for the written exam, which will be administered by DES. The exam was developed and is scored by a third-party independent vendor. Candidates will self-schedule their exam time via NeoGov. Immediately after completing the exam, and before leaving the exam room, each candidate will be handed the CPAT paperwork, which includes instructions; Doctor's Certification of Fitness; Legal Waiver Form; and description of the CPAT stations. DES will be able to access candidate scores the same day.
 - a. Applicants with a minimum score on the exam of 70% will be offered the chance to take the physical agility test (CPAT).
 - b. The written exam is worth **40%** of the final candidate score.
5. **Candidate Physical Agility Test (CPAT):** The CPAT is pass/fail and will be administered by DES. Candidates will self-schedule via NeoGov. Candidates must present their Doctor's Certification of Fitness and Waiver of Liability forms before attempting the CPAT. No one will be permitted to test without these two (2) forms. In order to successfully move forward, candidates must complete the CPAT in no more than fifteen (15) minutes. Candidates who successfully complete the CPAT will participate in the next step of the process - an interview.
 - a. We will accept a certificate of completion for a CPAT from another jurisdiction that was successfully completed within the prior twelve (12) months. The candidate would not need to go through the Charles County Government CPAT.
6. **Oral Interview:** DES will conduct interviews with candidates who successfully complete the CPAT. Candidates may self-schedule via NeoGov.
 - a. The interview score is worth **60%** of the candidate's final score.
7. **Preference Points:** Candidates who have years of service elsewhere in a career system as an EMS provider will be given one (1) preference point at the end of the process. The experience must be as a professional EMS provider, not as a dispatcher, commercial ambulance driver/EMT, or as a volunteer EMT. Volunteer firefighters will not receive a preference point; only candidates who have professional experience as a BLS or ALS field provider will receive a point. Candidates who are honorably discharged veterans of the armed services will receive one (1) preference point added to their final application score. Candidates who wish to receive a veteran's preference point must indicate their military service on their application or in their resume and / or must attach a copy of their DD-214 to their application.
8. **Finalizing the List:** Candidates will be ranked on the eligibility list. For ease in tracking, there will be 2 separate lists: one for EMT - Bs (BLS providers); and one for Paramedics (ALS providers). The DES Program Support Specialist will notify each candidate of his/her final ranking on the list.
 - Written exam: 40% of score
 - Interview: 60% of score
9. **Filling Vacant Positions:** When there is a vacancy, the DES Program Support Specialist will create a Requisition for Personnel on NeoGov with all the required approvals. Candidates will be hired for part-time and full-time openings from the Eligibility List. Part-time employees must work a minimum of twenty-four (24) hours per month and may work no more than one thousand, two hundred and fifty (1,250) hours per calendar year.



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10. **Background & Reference Checks:** The DES Program Support Specialist will contact the top candidate(s) on the Eligibility List (depending on the number of vacancies) to confirm continued interest in employment with Charles County Government. If the candidate is still interested, the DES Program Support Specialist will obtain a copy of their driving record from the Safety Officer and coordinate with the Safety Officer for the candidate to get the pre-employment physical, drug screen, and psychological evaluation. DES will conduct the reference checks.
 - a. If the candidate is currently a part time employee with EMS, DES will obtain three (3) references. A current part-time employee will not need to go through the other background checks, since he/she is already in the system and DES would already have been notified if there were any problems.
11. **Offer of Employment:** Due to the nature of the required background checks and the psychological evaluation, there will not be any contingent offers - all background checks must be complete first. The DES Program Support Specialist will create the Authorization to Hire in NeoGov, listing the HR Admin. Support Specialist as the last approver. That will trigger HR to make the official offer of employment to the candidate and notify DES of acceptance. Once the employee has accepted the official offer of employment, HR will create the new hire letter, Payroll Change Notice, and associated paperwork.
12. **Internship:** Employment (part time and full time) is contingent upon successfully completing an Academy Class and a minimum two hundred and forty (240) hour internship. Full time employees will be assigned an EMT Preceptor. Internships will be evaluated for release to independent operational status (with the approval of the Medical Director); continued internship; or separation as a probationary employee.
13. **Duration of Eligibility List:** The Eligibility List will remain in effect for one (1) full year after it is finalized, after which time the list will expire and DES will initiate the procedure from the beginning to re-establish a list. Any candidates who were on the expired Eligibility List will need to re-apply and go through the process and testing again. DES may extend the Eligibility List, depending on anticipated needs and how many candidates remain on the list. The DES Program Support Specialist will notify candidates remaining on the list as to their status.

101.16.05 Qualifying EMS Certifications

1. Qualifications for EMT - B:
 - a. Training and/or Education
 - i. High school diploma or GED required.
 - ii. Preferred - minimum one-year (1) documented experience as a certified EMT - B.



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b. Licenses or Certifications:

- i. Certification as a Nationally Registered EMT - B and/or Maryland EMT Certificate. Applicants who are not a Maryland certified EMS provider must obtain a valid Maryland certification by completion of the new hire Training Academy. Employee is required to maintain certifications and licenses.
- ii. Must have a valid Driver's license and maintain an acceptable driving record as described in the Charles County Risk Management Safety Manual.

2. Qualifications for Paramedic:

a. Training and/or Education:

- i. High school diploma or GED required. Preferred: minimum one-year documented experience as a certified ALS provider.
- ii. Preferred - minimum one-year (1) documented experience as a certified EMT - B.

b. Licenses or Certifications

- i. Certification as a Nationally Registered Paramedic and/or Maryland Paramedic Certificate. Applicants who are not a Maryland certified EMS provider must obtain a valid Maryland by completion of the new hire Training Academy.
- ii. Employee is required to maintain certifications and licenses. Must have a valid Driver's license and maintain an acceptable driving record as described in the Charles County Risk Management Safety Manual.

Note regarding certification: We may have applicants from out of state who are certified on the National Registry level, but not certified in Maryland. If a candidate is hired, he/she would begin employment with Charles County Government and would submit an Application for Reciprocity through the state regulating agency, MIEMSS. They must be affiliated with Charles County Department of Emergency Services (as a BLS/ALS provider) to apply. The employee would go through a protocols class and take a State exam.

The protocols can be found on this link:

<http://www.miemss.org/home/LinkClick.aspx?fileticket=WKeNmP%2bDJ9w%3d&tabid=106&mid=534>